

## FREQUENTLY ASKED QUESTIONS - INTERSTATE CLAIMANTS

### **What are the hours of operation for the Interstate Unit?**

The Interstate Unit is available Monday through Friday from 7:30 am to 4:30 pm (Central Time). However, the call queue generally does not accept new telephone calls after 4:15 p.m. If you are in the call queue after that time, continue to hold as any calls remaining in the queue will be answered.

### **I have filed an interstate claim through the automated system, received a confirmation number but cannot get through to the Interstate Unit. Will I be penalized?**

Once you have filed an interstate claim and have a confirmation number you have 10 days to contact the Interstate Unit.

### **I have tried to contact the Interstate Unit and continue to get busy signals, what should I do?**

You should continue to attempt to contact the Interstate Unit and if applicable, continue filing your weekly claims.

### **Why is it so hard to get through to the Interstate Unit?**

The Interstate Unit processes unemployment insurance claims by telephone and on average this process can take up to 30 minutes or longer.

### **May I contact any local office if I have questions regarding my unemployment claim?**

Due to potential issues that may affect interstate claims, it is recommended that interstate claimants contact only the Interstate Unit for information regarding his or her unemployment claim.

### **If I have general questions regarding the unemployment insurance program, am I required to contact the Interstate Unit?**

Not necessarily, because some of the questions you might have may be resolved in the Unemployment Insurance Handbook or through the DWS website at <http://www.dws.arkansas.gov/ARClaimHelp/arclaimhelp.htm> and could save you a call. If the Unemployment Insurance Handbook does not resolve your question or you are in need of claim specific information then you should contact the Interstate Unit.

### **What do I need to do if I receive a notice to report to my local office?**

As an Interstate claimant, it is not necessary that you physically report to Arkansas. However, you must contact the Interstate Unit at (866) 392-7284 or (501) 683-2760.

### **What do I need to do if I move?**

If you move, you must contact the Interstate Unit anytime your address changes. You may reach the Interstate Unit at (866) 392-7284 or (501) 683-2760. If you move to another state, you will also be required to register for work in that state.

### **If I move to another state and begin working and become separated from that job, do I need to file an unemployment claim in that state?**

A claim is good for 1 year or until you exhaust your maximum benefit amount. If this hasn't occurred you will need to contact the Interstate Unit even if you have recently worked in another state.

### **I forgot to call in my claim on Sunday, is that the only day to call in?**

No, you may call in on Sunday, 12:01 am to 6:00 pm or Monday through Friday, 6:00 am to 6:00 pm.

### **What do I do if my claim becomes inactive after returning to work or if I have stopped claiming?**

First, you will need to visit [www.ezarc.adws.arkansas.gov](http://www.ezarc.adws.arkansas.gov) to reopen your claim. Once you have received a confirmation number you must then contact the Interstate Unit in order to get your claim processed and to receive filing instructions.

**REMEMBER:** Using ArkLine or ArkNet to submit a weekly claim or mailing in a weekly claim form will not reopen your claim.

### **What should I do if my debit card is lost or stolen?**

You will need to contact US Bank-Card member Services at (866) 276-5114 to obtain a replacement debit card.

**Department of Workforce Services – Interstate Unit Contact Numbers (866) 392-7284 or (501) 683-2760**